GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

STARRED QUESTION NO:60
ANSWERED ON:02.12.2015
Tatkal Reservation System
Tumane Shri Krupal Balaji

Will the Minister of RAILWAYS be pleased to state:

(a) whether the Government has taken note of the problems being faced by passengers in getting tatkal reservation despite making several improvements to check the misuse of the system;

(b) if so, the details thereof;

(c) whether cases of touts/agents providing tatkal tickets at huge premium have come to the notice of the Railways and if so, the details thereof; and

(d) the steps taken/proposed to be taken by the Government to ensure smooth functioning of the Tatkal Reservation System and its misuse?

Answer

MINISTER OF RAILWAYS

(SHRI SURESH PRABHAKAR PRABHU)

(a) to (d): A Statement is laid on the Table of the House.

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STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (d) OF STARRED QUESTION NO.60 BY SHRI KRUPAL BALAJI TUMANE AND SHRI ARVIND SAWANT TO BE ANSWERED IN LOK SABHA ON 02.12.2015 REGARDING TATKAL RESERVATION SYSTEM.

(a) & (b): Some instances of inconvenience caused to the passengers while booking tatkal tickets do come to the notice of this office. The problems faced by passengers are generally in the nature of accommodation getting exhausted within few minutes of opening of reservation, transaction failure while booking or while making the payment, difficulty in log in, forced log out etc.

(c) Some instances of unscrupulous elements involved in malpractices in selling of reserved tickets, including Tatkal tickets do come to notice. Action against the culprits is taken as per provisions of Section 143 of Railway Act, 1989. During the Financial year 2014-15, 1648 persons were apprehended/prosecuted under Section 143 of Railway Act, 1989.

(d). There are inbuilt features in Tatkal scheme to avoid its misuse which include provision of not granting refund on cancellation of confirmed Tatkal ticket except in case of certain special circumstances indicated in the scheme, not allowing any modification of Tatkal ticket, not allowing authorised ticketing agents to book during first thirty minutes of opening of reservation, allowing only one Tatkal ticket per day per train to authorised ticketing agents, allowing only one booking in one user login session between 0800 hours and 1200 hours except for return/onward journey, allowing individuals to book only two Tatkal tickets per user id/ per IP address between 1000 hours and 1200 hours, etc. With a view to streamline Tatkal scheme and to avoid its misuse by unscrupulous elements, some additional measures that have been introduced recently are:-

i. Staggering of the timings of reservation under Tatkal scheme.
ii. Captcha implementation in Registration, Login and Booking page to check fraudulent booking through automation software.
iii. Imposition of minimum time limit before proceeding to payment gateway as well as after making payment, while booking tickets through internet.
iv. Making OTP(one time password) compulsory for all Net Banking Payment options.
v. Installation of five new Itanium servers to enhance the ticketing capacity.

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